

## **POLICE COMMUNICATIONS SUPERVISOR**

(Promotional Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses supervisory and administrative positions in the communications division of the police department, the major duties of which include supervising all personnel assigned to operate dispatching equipment and seeing that such personnel receive required training, performing administrative duties such as handling complaints concerning dispatching, making recommendations for changes in procedure, recommending purchases of equipment and supplies, and performing clerical and maintenance duties. Employees of this class may also perform dispatching duties assigned to lower level classes. The police communications supervisor works with a high degree of independence. He/she receives instructions from and has work reviewed by a police line officer assigned to oversee communications center operations.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Performs supervisory duties such as assigning work or duty areas, reviewing written reports of subordinates, providing technical assistance to subordinates, keeping personnel records, resolving employee complaints and grievances, recommending discipline of subordinates when required;

Sees that all dispatching personnel receive necessary formal and on-the-job training; personally conducts both formal and on-the-job training; prepares material for use in training; participates in any training sponsored by the department in communications or related areas;

Handles complaints from the public; makes recommendations for changes in procedure; distributes information concerning department policies and procedures and all current administrative changes;

Prepares and submits divisional operating budget; purchases or recommends purchase of equipment and supplies;

Reviews correspondence related to division operations and takes appropriate action; provides for and insures that accurate division records are maintained; compiles reports from information contained in logs and records kept;

Notifies repair crew or supervisor of any malfunctioning equipment; supervises the general care and use of assigned equipment; inspects equipment on a regular basis to assure that it is in proper operating condition;

Performs dispatching duties assigned to lower level classes;

Performs related duties as assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States.

Must possess a valid driver's license

Must be a regular and permanent employee in good standing in the class of Police Communications Officer II for at least two (2) years. (Time to be counted from date of confirmation in that class.)